

## **Marin County Behavioral Health and Recovery Services Division**

### **Cultural Competence Advisory Board**

#### **2018 Cultural Competence Work Plan and Goals:**

##### **Overview:**

Marin County's Behavioral Health and Recovery Services Division's Cultural Competence Advisory Board (CCAB) held its annual half-day retreat in January 2018 for the purpose of evaluating BHRS' 2017 accomplishments, current and emerging challenges, and to develop the division's 2018 Cultural Competence Plan. While BHRS accomplished many of its Cultural Competence Plan's 2017 goals such as the establishment of policy to have culturally and ethnically diverse interview panel members in all of the division's job interview processes; sponsored and provided eleven (11) cultural competency-related trainings, consultation and workshops; and continued to hire and retain linguistically and culturally-appropriate staff throughout the organization, just to name a few, the division continued to face its challenges in other areas of the organization which will continue to be addressed during this calendar year.

One of the persistent challenges that BHRS and many of its contract agency partners continue to experience is the low utilization rate of adult Latina/o Medi-Cal population to adequately access and receive services. Despite efforts to successfully implement new strategies that have improved the utilization rate of the adult Latina/o consumer population in previous years which have yielded relative success and outcomes, BHRS and its agency partners will continue to build on its successes while working on new strategies to that will identify and improve the utilization rate of adult Latina/o Medi-Cal population.

Lastly, consistent to the County Board of Supervisors and the Health and Human Services Department's 5-year Business Equity, Diversity and Inclusion plan with an emphasis on race, BHRS will significantly invest and prioritize its time and resources to develop sustainable strategies which will hopefully lead to a county behavioral healthcare system that can be more ethnically/racially inclusive, sensitive and responsive to the needs of its diverse consumer population. This undertaking comes at a time when a recent statewide report concluded that Marin County is the most racially disparate county in California in health and health outcomes. (racecounts.org). By examining and working toward improving the county's public behavioral healthcare system and its culture through a racial lens, the Cultural Competence Plan can hopefully actively address the issue of race and racism as a health indicator and factor which often result in poor outcomes for consumers of color and their families.

##### **Access (Criterion 2, 3 and 7)**

**Goal: BHRS will meet or exceed its 3% utilization rate among Latina/o Medi-Cal population who meet SMI eligibility criteria**

**Need: Engage and work closely with senior management staff and contract agency partners to examine procedures/protocols, systems and practices that may prevent or discourage Latina/o Medi-Cal population from accessing BHRS and its contract service agency services.**

**Strategy 1:** Examine BHRS' Adult specialty programs—HOPE, Odyssey and STAR-- and the Mobile Crisis/Outreach Team to determine possible artificial barriers that may prevent or discourage Latina/o consumers from accessing and receiving services.

**Strategy 2:** Examine Access Team's intake and assessment tools to determine if they are culturally appropriate.

**Strategy 3:** Work with Adult System of Care Division Director and Program Managers to assess and determine if Spanish-speaking clinical staff is appropriately, adequately and efficiently utilized based on caseload assignments and areas of work assignments.

**Strategy 4:** Work closely with Adult System of Care Division Director and Program Managers to improve penetration rates of Latina/o Medi-Cal population in the coastal/rural areas of West Marin by identifying barriers and best practice outreach and engagement approaches to geographically reach hard-to-reach Latina/o communities.

**Strategy 5:** Work closely with contract agency partners that provide behavioral healthcare to adult SMI Latina/o population by assessing their areas of successes and challenges in access to care and services.

**Strategy 6:** Translate all behavioral health resource and informational materials into Spanish.

**Outcomes: Increase the utilization rate of adult Latina/o Medi-Cal population from 2017 results**

## **Outreach and Engagement (Criterion 8)**

**Goal: BHRS will strengthen its Outreach and Engagement efforts to underserved/un-served populations**

**Need: Develop a formal and culturally competent and responsive Outreach and Engagement system and plan that will enable BHRS to provide education and access to services by underserved/un-served populations**

**Strategy 1:** Upon hire, work closely with the newly hired BHRS Director to receive support and guidance in the development of a formal Outreach and Engagement system and plan

**Strategy 2:** Continue to utilize May as Mental Health Month and September as Recovery Month to plan for county-wide events that will educate, promote and foster behavioral health continuum of services—prevention, early intervention, intervention, crisis intervention, recovery and resiliency—throughout the county.

**Strategy 3:** Continue to support Promotores, Nuestros Ninos Radio program, Community Health Advocates (Vietnamese) and non-traditional grassroots-funded organizations (African American inter-generational mentor programs, indigenous healing circles, Spanish youth-run radio station, music therapy for TAY, etc.).

**Outcomes: Development of a formal Outreach and Engagement system and plan that will target underserved/un-served cultural communities with a specific emphasis in the Latina/o communities**

## **Workforce Development (Criterion 6)**

**Goal: BHRS will continue to recruit, hire and retain qualified clinical and non-clinical staff throughout the organization that reflects the diverse cultural demographics of consumers that it serves in new and vacant positions**

**Need 1:** Continue to work closely with Health and Human Services Department's Human Resources, interview panels and hiring authorities to ensure that they strive to recruit, interview and hire qualified job candidates that reflect the diverse cultural demographics of consumers that BHRS serves.

**Strategy 1:** Continue to enforce county, department and division policy of assembling diverse interview panels for all job interview processes.

**Need 2:** Maintain career pathways opportunities for culturally and linguistically diverse graduate-level and vocational-level students to consider applying for new and vacant clinical positions in BHRS and its contract agencies

**Strategy 1:** Continue to recruit and retain culturally and ethnically diverse graduate-level interns in BHRS

**Strategy 2:** Continue to provide scholarships and mentor support to county residents with behavioral health Lived Experience to enroll in county-funded or local Peer and Substance Use counseling certification courses to become certified Peer Counselors, Family Partners or Substance Use Counselors for BHRS and its contract agency partners.

**Strategy 3:** Recruit, interview, hire and retain Family Partner to BHRS' first-ever and newly developed classified county Peer Counselor and Family Partner job opportunities.

**Outcomes: Recruitment and retention of graduate seven (7) or more interns who are bilingual/bicultural to work in BHRS; increase in the hiring and retention of qualified bilingual/bicultural management staff by three (3) or more; hiring and retaining bilingual (Spanish) Family Partner; provide five (5) or more scholarship and mentor support and opportunities to culturally and linguistically underserved county residents with Lived Experience to become certified Peer and Substance Use Counselors; internship/job placement of eleven (11) recently graduated or certified Peer and Substance Use Counselors with BHRS' contract agencies; hiring and retention of two (2) full-time Peer Counselors and one (1) bilingual Family Partner**

## **Training (Criterion 5)**

**Goal: BHRS will sponsor, offer and provide cultural competence trainings and with an emphasis on trauma and race for its staff, agency partners, consumers/family members and stakeholders**

**Need 1:** Secure adequate funding resource to retain the services of Dr. Ken Hardy for training and consultative purposes

**Strategy 1:** Utilize unspent CSS and other available WET funds to retain the services of Dr. Ken Hardy.

**Need 2: Ensure that all BHRS staff and its contract agency partners participate in offered trainings and consultation opportunities related to race.**

**Strategy 1:** Improve BHRS' training tracking system to ensure that all BHRS staff and its contract agency partners comply with the system's policy of completing a minimum of four (4) cultural competence training per year.

**Strategy 2:** Plan for and begin engaging management staff of BHRS to participate in cultural competence trainings related to race.

**Strategy 3:** Plan for follow-up and sustained consultation sessions and support opportunities for BHRS and its contract agency partners' management staff after Dr. Ken Hardy's offered trainings.

**Strategy 4:** Provide technical assistance to contract agency partners in creating cultural competence-related training programs and opportunities.

**Outcomes: Offered and provided ten (10) or more trainings and consultation support sessions for fifty (50) management staff of the county's public behavioral healthcare system, two hundred (200) or more for line staff in BHRS and its contract agency partners and one hundred (100) consumers/family members and stakeholders; the development of a technology system that tracks training participation of BHRS staff and its contract agency partners; and provide technical assistance to five (5) contract agency partners.**